

Administrative Support – Medical Office Assistant

Organization: Red Deer Primary Care Network (RDPCN)

Location: Red Deer Primary Care Network Primary Clinic

Reports To: Administrative & IT Manager

Position Summary

The Medical Office Assistant provides responsive, professional administrative support to the Red Deer Primary Care Network, with dedicated support for Nurse Practitioner clinical programs and scheduling workflows.

The MOA is responsible for managing patient appointments, coordinating schedules, maintaining electronic medical records, preparing documentation, and supporting efficient daily clinic operations while delivering excellent customer service.

Key Responsibilities

General Administrative Support

- Welcome patients and visitors in a professional and compassionate manner.
- Answer incoming calls, direct callers appropriately, and respond to general inquiries.
- Daily entry of referrals accurately into the Electronic Medical Record system
- Maintain accurate and up-to-date patient records in the EMR.
- Assist schedulers with calls and appointment coordination as time permits.
- Provide additional coverage for the primary clinic and street clinic as operational needs require.
- Keep the workplace clean, organized, and compliant with safety and hygiene standards.
- Perform additional duties as assigned.

Nurse Practitioner Program Support

- Schedule Nurse Practitioner follow-up appointments for MINT and Complex Care programs.
- Coordinate patient recalls, preventive care reminders, and follow-up appointments.
- Support referral coordination to specialists, community programs, diagnostic imaging, allied health services, hospitals, laboratories, pharmacies, and community agencies.
- Assist with patient chart preparation and documentation before and after clinics.
- Monitor fax status and follow up on outstanding documentation as required.
- Scan, upload, and file reports, consultation notes, laboratory results, and correspondence.
- Monitor incoming documents and route information appropriately.
- Check Netcare for relevant documentation and note it in the CHR chart.
- Ensure documentation complies with clinic policies and privacy regulations.
- Follow the established referral process, including use of referral cards and required attachments.

Qualifications

Education and Experience

- High school diploma or equivalent required; post-secondary education in office administration, medical office administration, or a related field is considered an asset.
- Minimum of three to four years of Medical Office Assistant or clerical experience required, preferably in a healthcare or professional office setting.

Skills and Competencies

- Treats patients, visitors, and colleagues with respect and dignity.
- Works collaboratively with patients and the healthcare team while maintaining confidentiality and diplomacy.
- Demonstrates strong organizational and time management skills.
- Communicates clearly and professionally, both verbally and in writing.
- Demonstrates problem-solving skills, initiative, and sound judgment.
- Remains calm under pressure and effectively prioritizes tasks in a fast-paced environment.
- Adapts to changing priorities and develops new skills as required.
- Works effectively both independently and as part of a team.
- Is flexible to work occasional adjusted hours as operational needs dictate.

Organizational & Interpersonal Skills

- Manages multiple tasks and priorities in a fast-paced clinical environment.
- Maintains a high degree of accuracy and attention to detail.
- Handles sensitive information appropriately and maintains confidentiality.

Technical Proficiencies

- Understands medical terminology, clinical procedures, and healthcare office practices.
- Is familiar with privacy legislation and healthcare documentation standards.
- Is proficient in Microsoft Office Suite, including Word, Excel, Outlook, and PowerPoint.
- Is comfortable using collaboration tools such as Zoom and Microsoft Teams.
- Has general comfort with technology and office equipment.
- Familiarity with primary care programs is an asset.